



GLOUCESTER CITY COUNCIL
9 Dale Avenue, Gloucester, MA 01930
Office (978) 281-9720 Fax (978) 282-3051

CITY COUNCIL STANDING COMMITTEE
SPECIAL MEETING
Ordinances & Administration
Monday, July 29, 2013 – 5:30 p.m.
1st Fl. Council Conference Rm. – City Hall
AGENDA

(Items May be taken out of order at the discretion of the Committee)

1. *Continued Business:*

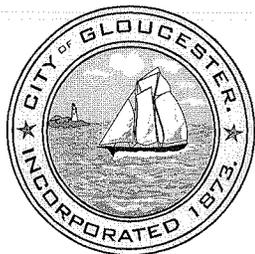
Proposed reorganization of the City Clerk's Department (Cont'd from 06/03/13)

COMMITTEE
Councilor Sefatia Theken, Chair
Councilor Robert Whynott, Vice Chair
Councilor Steve LeBlanc, Jr.

Back-up and Supporting Documentation all on file at the City Clerk's Office, City Hall

CC: Mayor Carolyn Kirk
Jim Duggan
Linda T. Lowe

The listing of matters is those reasonably anticipated by the Chair which may be discussed at the meeting. Not all items listed may in fact be discussed and other items not listed may also be brought up for discussion to the extent permitted by law.



OFFICE OF THE CITY CLERK

9 Dale Avenue • Gloucester, Massachusetts 01930

Office (978) 281-9720

Fax (978) 282-3051

June 3, 2013

To: City Council
O&A Committee

From: Linda T. Lowe
City Clerk

Re: Proposed Reclassification and Reorganization for the Office of the City Clerk Pursuant to City Charter sec. 7-1

Councillors, as was discussed during the time of the adoption of the FY13 budget I have prepared a proposed reorganization and reclassification of the Office of the City Clerk pursuant to City Charter sec. 7-1. The primary purpose of the reorganization and reclassification is to recognize that the duties of this office have evolved and increased and become more complicated with changes in applicable state laws and regulations and with improvements in technology. Likewise the business world today and the world of state and local government recognizes that employees must be cross-trained in the several duties of their office so that they can assist one another in providing the best possible service and assure compliance with all applicable laws and regulations.

The reorganization and reclassification will include a revision of all job descriptions for the entire staff including: City Clerk, Assistant City Clerk, Assistant Registrar, Principal Clerk, and Clerk of Committees. The revisions are intended to modernize the descriptions, to reflect the necessity of cross training and to recognize how critical much of the work performed is to the proper functioning of the city and to the execution of city council functions. In order to accurately reflect the duties actually performed and the level of work carried out by these positions each member of my staff has, for their position, completed time studies over selected days to demonstrate the quality and quantity of the work performed. This data will be used to craft the revised job descriptions. This proposal is NOT intended to reflect adversely on any current staff in any way and hopefully it will positively impact all current staff. The reorganization and reclassification is of the positions and not the persons.

I have also researched other municipalities to compare this office with other City Clerk offices. I have tried to concentrate this research on "cities" since town clerks, while sharing many of the duties of city clerks, also differ significantly from those of city clerks and therefore are not the best point of comparison. Town Clerks generally do not assist the Board of Selectmen since a BOS is not a legislative body as is the City Council. Rather Town Clerks assist with the Town meeting function which occurs a few times a year as compared with City Council

meetings which occur (including subcommittees) as frequently as eight times a month.

p.2

I have in addition collected information from the municipal websites of a number of cities, including but not limited to, Beverly, Everett, Fitchburg, Lowell, Marlborough, Medford, Newton, Somerville, and Woburn. This data demonstrates that City Clerk offices also vary greatly when comparing the variety of duties assigned to those offices. For example I have found that some City Clerk offices do not have election duties while this office has a staff person dedicated to these duties with a backup of the entire office. Some cities also break out some city council functions as separate from the office of the City Clerk.

The final area of analysis is an organizational chart which demonstrates the relationship of this office to the City Council including the Council subcommittees as provided in the City Charter sec. 2-7, 2-8, and 2-9(a) and also the authority of each position in relation to the Council and to each other position. It is not the intent of the proposed organization chart to significantly alter these relationships but rather it is to clarify and specify the nature of the staff positions to one another and to other bodies such as the Board of Registrars and the Licensing Commission. In line with this analysis and as required I have had a preliminary meeting with the two city unions which cover employees in this office, GMMA (Asst. City Clerk) and AFSCME B (Asst. Registrar, Principal Clerk) and they were supportive of the emphasis on cross training and agreed that job descriptions need to be modernized and updated. Once I have had further discussions, reviews, and approvals with or by the Council and/or subcommittees I will then return to the unions.

I look forward to working together with you on this reorganization.

November 9, 2012

CITY OF GLOUCESTER
Job Description - Proposed Reclassification/Reorg.
June 2013

Title : City Clerk

Supervisor: City Council and O&A Committee

Grade : Proposed to reclassify to M10 from M9

Civil Service : N/A **Union:** exempt

Supervision exercised : Supervises Asst. Clerk, Clerk of Committees, Asst. Registrar and Principal Clerk and Part Time Clerk

Responsibilities : This position is responsible for serving as the "Clerk of the Council" under the City Charter and in doing so attends all Council meetings including executive sessions, to assist in procedural matters. Manages state and local elections pursuant to state and federal election laws together with the Bd. of Registrars and the Asst. Registrar. Serves as the custodian of all city public records. Including vital records. Serves as the appointed Liaison to the State Ethics Commission. Serves as a member of the Licensing Commission. Serves as member/clerk of the Bd of Registrars. Enforces/manages local Campaign Finance Law requirements together with the Asst. Registrar. Manages the Special Event Advisory Committee for the City Council. Assists with the processing of all zoning related applications to the City Council.

Manages the office on a day to day basis

Duties: Responsible for the management and custody of public records and requests made under the public records law for the same.

Supervises all vital records matters.

Assists Councillors with preparation of City Council Orders.

Together with the Asst. Registrar and the Bd of Registrars manages all federal, state, and local elections, including voter registration and absentee voting.

Responsible for intake and processing of all City Council Special Permit Applications and other applications to the City Council such as Rezoning and Zoning Amendments made under the zoning ordinance.

Responsible for the management and issuance of numerous state and local permits and licenses including taxis, vendors, tanks, auto dealers, dogs, shellfish and others and familiarity with all laws and regulations relating to these permits and licenses.

Serves as CORI representative to process CORI checks on taxi drivers. While working with the Police Chief.

Responsible for compliance of City Council and all Boards and Commissions with public notice and meeting minutes requirements of the Open Meeting Law . In charge of assisting Council on developing means and methods of "remote participation." to be used in meetings covered by OML.

Administers oaths of office to all appointees and officials and instructs them on OML and Ethics Law obligations including periodic test.

Maintains City Code of Ordinances including online versions and periodic updates.

Schedules all Licensing Commission meetings. Prepares agendas and minutes for Commission. And participates as member.
Together with the Asst. Registrar supervises annual city census and state reprecincting procedures(at time of US census).
Prepares and manages annual dept. budget with assistance of the Asst. City Clerk.
Performs performance reviews (yearly) of all office staff
Responsible for assisting with customer service and assuring that all customer service is carried out in a efficient, prompt, and courteous manner.
Responsible for the web page for Office of the City Clerk and timely "news" to City web page .
Responsible for attending Committee meetings and providing support to Council O&A Committee.
Performs any other duties as directed and required by the City Council.

Qualifications: Bachelors degree required in government or governmental related area and minimum of 5 years of experience supervising a government office with local government strongly preferred. A combination of years of education and/or years of experience with a minimum totaling 10 relevant years may be substituted.
Proficiency in most current and most relevant computer skills. Proficient in Microsoft Word and Office and Outlook email system, Excel, PDF's ,scanning. Familiarity with the City web site and use of same for Council meetings, notices and for maintaining the web page for the Office of the City Clerk.
Requires ability to prioritize multiple tasks and deal effectively with interruptions often under time pressures. Must be highly organized and have attention to detail.
Must have excellent communication,interpersonal, and customer service skills.
Must be able to work as a member of a "team".
Must have expertise with state and local laws relating to open meetings, public records, ethics,elections,zoning permits, and various local licenses and permits. Must have complete familiarity with and knowledge of the State Ethics law as applied to local officials,Gloucester Code of Ordinances,and the City Charter
Must work together with City Archives Committee on all shared matters of concern especially as relates to records storage.
Must be able to lift large files and some election related materials or equipment.
Must be qualified as a Notary Public.

All responsibilities and duties are illustrations of the types of work performed .

CITY OF GLOUCESTER

Job Description -Proposed Reclassif. /Reorg. June 2013

Title : Assistant City Clerk
Supervisor: City Clerk
Grade : Proposed to change to M6 from M5
Civil Service : N/A

Supervision exercised : Supervises jointly with the City Clerk office staff of City Clerk's Dept. including Elections Specialist, Vital Records Specialist, Clerk of Committees, Part Time Staff, volunteers

Responsibilities : This position is responsible for the preparation of the City Council bi-weekly agendas and City Council Packets. In addition must track all City Council votes from time of vote to signature of Mayor to create official certificates of votes and to distribute certificates to various departments. Create Council files for all Special Council Permit applications and track by timeline to meet legal requirements. Create Loan Order files for Council approvals and distribute loan order "package" to both the Auditor and CFO to ensure proper processing.

Manages and tracks all advertisements for City Council hearings.

Assists in preparing vital records, various permits and licenses and develops knowledge of and ability to use the state Vital Information Partnership(e-vitals) system to assist in the absence of the Vital Records Specialist.

Manages or supervises preparation of payroll including PAF's and attendance records .

Assists City Clerk and Elections Specialist in managing local and state election preparations and follow up. Develops knowledge of the state VRIS(Voter Registry Information System) and voting equipment to assist with elections process and when necessary substitute for the Elections Specialist.

Assists the City Clerk with preparation of and management of the yearly departmental budgets including periodic reviews using city budget software.

Assist in the cross training of staff especially to perform various Asst. City Clerk duties and in use of necessary databases.

Substitute when necessary for the City Clerk and for the Clerk of Committees at Council meetings ,due to absence.

Perform Notary duties

Duties:

Responsible ,together with the City Clerk for the day to day management of the staff.

Provides customer service at counter and by phone

Assists in receipt and processing of applications to City Council for Special Council Permits, Rezoning Petitions, and Zoning Amendments

Attends City Council and Council Committee meetings in the absence of City Clerk.

Attends City Council meetings to take minutes in the absence of the Clerk of Committee

Performs all City Council duties as listed in Responsibilities

Qualifications:

Associate degree in business or related field preferred or High School graduate with a minimum of 5 years of office management experience with strong preference for government or government related experience .Expertise in most current and relevant computer skills . Proficient in Microsoft Word and office and Outlook email system ,Excel,PDF's, scanning , and Adobe. Ability and willingness to learn Laserfiche. Ability to assist in maintenance and improvement of City Clerks' office web page.

Excellent communication skills for dealing with public and for working with City Councillors and other officials and city staff in a professional and courteous manner.

Ability to be highly organized and to prioritize multiple tasks while dealing with interruptions and under time pressures.

In depth knowledge of state and local laws and regulations on :Vital records procedures, local licensing and permitting requirements, election laws and procedures, open meeting law requirements , public records laws, zoning laws and all laws and duties applicable to Office of City Clerk

Must be a person with professional demeanor and exemplary ethical standards

Must be able to work as a "team" member.

All responsibilities and duties are illustrations of the types of work performed.

CITY OF GLOUCESTER
Job Description - Proposed Reclassification/Reorg.
June 2013 – Preliminary

Title : Clerk of Committees

Supervisor: City Clerk in conjunction with the City Council

Grade : Reclassified in 2012 to 8B from 8A NO CHANGE RECOMMENDED

Civil Service : N/A **Union:** exempt

Supervision exercised : none

Position Status: This is a flexible 35 hour work week position with a work week which may vary greatly from week to week but will usually consists of five work days(M-F) with hours split between part days and part evenings and with hours to not exceed 40 in any given calendar week as require by FLSA.

Responsibilities : This position is responsible for the preparation of all City Council Standing Committee agendas with related materials and the recording and timely preparation of all Standing Committee and City Council meeting minutes. Tracks all City Council referrals to Standing Committees for purposes of setting Standing Committee meeting agendas as directed by the Standing Committee Chairs. Manages and tracks City Council Committee matters to their conclusion and for purposes of archiving same. Assists in cross training of other staff as directed by the City Clerk or Asst. City Clerk in order that they may perform Clerk of Committees duties when needed in absence of the Clerk of Committees.

Participates in cross training for other City Clerk office duties in order to assist staff when needed and as directed by City Clerk or by Asst. City Clerk.

Must be prepared to meet the work schedule demands of the flexible position.

Must understand that the position is subject to the general supervision of the City Clerk and the Asst. City Clerk while it is also appointed by and is subject to the direct supervision of the City Council.

Duties:

As directed by the Standing Committee Chairs, manages, prepares and distributes including electronically all Council Standing Committee and special meeting agendas and materials and coordinates the same with the City Clerk and Asst. City Clerk. Prepares and posts all notices for Committee meetings in compliance with state Open Meeting laws. As directed by the Council President prepares and distributes all City Council meeting minutes

Attends all Council and Standing Committee meetings to take minutes and to otherwise coordinate the meeting as directed by Committee Chairs. Prepares accurate, timely minutes of all meetings. Archives, electronically, and otherwise, all approved minutes.

P.2 Job Description – Clerk of Committees – Proposed Reclassif./Reorg. -June 2013

Manages and tracks all Council requests to the Mayor.

Performs other related duties as required by the City Clerk or as directed by the Council President or Committee Chairs.

Must develop a basic understanding of Open Meeting Law requirements as applied to City Council meetings including executive sessions, and an understanding of certain parts of City Charter ,Zoning Ordinance and City Council Procedural Rules.

Must keep careful track of hours worked under flexible schedule and properly report same to supervisor.

Qualifications: Associates degree preferred with at least two years relevant office experience or H.S. graduate with a minimum of 5 years relevant office experience, government or governmental related experience strongly preferred. Experience with minute taking and preparation strongly preferred.

Expertise in most current and most relevant computer skills and all variations of laptop technology. Proficient in Microsoft Word and Office and Outlook email system, Excel, PDF's ,scanning, Adobe, and use of recording equipment. Familiarity with the City web site and use of same for Council meetings, notices, and use of tablet technology.

Requires ability to prioritize multiple tasks and deal effectively with interruptions often under time pressures. Must be highly organized and have attention to detail. Must be able to work independently but still be willing and able to take direction as appropriate.

Requires superior communication skills and interpersonal skills to communicate in a professional manner with City Council, other officials, other city staff, and permit applicants.

Must be able to work as a member of a “team”

Must have or develop a basic familiarity with Code of Ordinances, Zoning Ordinance, City Charter.

Must be able to lift and transport large files to meetings.

All responsibilities and duties are illustrations of the types of work performed .

CITY OF GLOUCESTER
Job Description - Proposed Reclassification/Reorg.
June 2013 – Preliminary

Title : Vital Records Specialist – Principal Clerk

Supervisor: City Clerk

Grade : Proposed to reclassify to Grade 7 from Grade 6

Civil Service : N/A Union: AFSCME B

Supervision exercised : none

Responsibilities : This position is responsible for processing, recording, and maintaining all vital records (birth, death, marriage) for the City in compliance with state laws and regulations including electronic recording in compliance with state vital records system. Process and records any corrections to vital records making reports to state. Assists customers in providing vital records, and various permits and licenses including archival research. Assists and instruct couples on marriage license procedures.

Service customers at counter on all office matters and provide customer service to all telephone or email inquiries with the assistance of City Clerk and Assistant City Clerk as needed

Assist , as needed , and as directed by Asst. City Clerk, with preparation of payroll and related attendance records. Assist, as needed, and as directed by City Clerk, in preparations for and conducting of local and state elections including voter registration and absentee voting.

Participate in cross training to assist with Council agenda preparation functions of Asst. City Clerk as needed and as directed and assisted by City Clerk and Asst. City Clerk.

Duties: Responsible for balancing daily cash boxes, opening and closing register and vaults. Prepare weekly cash receipts reports with payments submitted to Treasurer's Office .

Responsible for customer service in efficient, prompt, and courteous manner.

Responsible for maintaining the web page for Office of the City Clerk and posting timely notices to City web page, as directed by City Clerk.

Primary responsibility for all vital record matters including liason with state vital records officials and for expertise in the state Vitals Information Partnership (e-vitals) system.

Perform Notary services for public

Performs other related duties as required by the City Clerk and Asst. City Clerk.

Qualifications: Associates degree preferred or H.S. graduate with a minimum of 2 years relevant office experience , government or governmental related strongly preferred.

Expertise in most current and most relevant computer skills including proficiency in Microsoft Word and Office and Outlook email system, Excel, PDF's , scanning and

p.2 Job Description Vital Records Specialist Reclassification-Reorg. June 2013

“Drop Box”. Familiarity with the City web site and use of same for Council meetings, notices, and familiarity with or ability to become familiar with tablet technology to assist Council if necessary.

Requires ability to prioritize multiple tasks and deal effectively with interruptions often under time pressures. Must be highly organized and have attention to detail.

Must have excellent communication, interpersonal, and customer service skills.

Requires courteous ,professional demeanor to communicate with and assist funeral directors.

Must be able to work as a member of a “team”

Must develop expertise with state and local requirements relating to all vital records laws

Must be able interpret and apply these laws and seek advice of State Vital Records staff when necessary.

Must become familiar with state and local laws on various licenses and permits.

Must work together with City Archives Committee in cooperative manner to assist the public in vital records searches.

Must be able to lift large files and some election related materials or equipment on occasion as needed.

Must be qualified as a Notary Public.

Must be able to work flexible hours and/or overtime during elections when requested

All responsibilities and duties are illustrations of the types of work performed .

CITY OF GLOUCESTER
Job Description - Proposed Reclassification/Reorg.
June 2013

Title : Elections Specialist —Assistant Registrar

Supervisor: City Clerk

Grade : Proposed to reclassify to Grade 8 from Grade 7

Civil Service : N/A Union: AFSCME -B

Supervision exercised : Together with the City Clerk ,supervises pollworkers and volunteers on election related matters

Responsibilities : Manages the preparation for and conducting of state and local elections and all records related to same, together with the City Clerk. Assist in crosstraining of other staff in election related matters during election preparations . Manages together with City Clerk, Elections/Registrars Div. annual budget and all purchases or expenditures from same. Conduct/manage annual city census and coordinate census data for election/voter registration purposes

Provide customer service on phone and at counter for vital records and various permits.

Provide notary services.

Duties: Responsible ,together with the City Clerk, for conducting all city ,state and federal elections and all preparation for and follow up from as mandated by State officials.

Responsible, together with the City Clerk, for managing all filings and reports for state campaign finance

Manages,and prepares Annual City Census including managing contractors related to same. Manages maintenance of all state voter lists through use of computerized State VRIS and other methods.

Manage all necessary voter data and related matters through state VRIS.

Assist Board of Registrars of Voters as needed including meetings of the Board.

Participates in available training to develop and maintain knowledge of state and federal voting laws.

Manage voter registration and absentee voting with assistance of all office staff.

Participates in cross-training as available for other non-election office duties.

Performs other related duties as required by the City Clerk .

Qualifications: Associates degree preferred or H.S. graduate with a minimum of 3 years relevant office experience ,government or governmental related experience strongly preferred.

Expertise in most current and most relevant computer skills. Proficient in Microsoft Word and Office and Outlook email system, Excel, PDF's ,scanning. Familiarity with the City web site and use of same. Ability to learn Laserfiche

Requires ability to prioritize multiple tasks and deal effectively with interruptions often under time pressures. Must be highly organized and have attention to detail.

P.2 Job Description Elections Specialist - Proposed Reclassification/Reorg. June 2013

Requires superior communication skills to communicate with officials, other city staff, poll workers, voters, and customers in a professional and courteous manner

Must have or develop familiarity with all state election laws (MGLc.53 Petitions, c.54 Elections, c.56 Violations of Election Laws) state Campaign Finance Laws, Federal "Move" Act, and City Charter Art.9 Petitions and Article 8 Elections

Must be able to lift large files and and lift/move some election related materials or equipment.

Must be able to work flexible hours when required for elections and voter registration

Ability to train poll workers on election duties and to assist them during elections

Willingness and ability to participate in crosstraining , as needed for other office duties.

Must work as a "team" member .

Must be qualified as a Notary Public.

Must have or be able to develop knowledge of vital records procedures, local licensing and permitting requirements.

All duties are examples and illustrations of the types of work performed

Office of City Clerk

